

Position Description: Drop-In Volunteer (Twenty10)

Organisational Context

The Twenty-Ten Association Inc. (Twenty10) is a community based, non profit, state-wide organisation. Twenty10 supports and works with young people, communities and families of diverse genders and sexualities. Twenty10's vision is to lead the community towards being safer for young people of diverse genders and sexualities. We will work to ensure that young people have more opportunities to participate fully in society.

Twenty10's values are:

- Inclusivity
- Sustainability
- Respect
- Quality
- Professionalism & ethical practice
- Community
- Youth Participation
- Access & Equity

Twenty10 operates a Reconnect and SAAP service. Primarily Twenty10 works with young people who are homeless or at risk of homelessness. Client Services Officers work as part of a small team and provide support, referral and advocacy within a client directed, case management framework.



POSITION:	Drop-In Volunteer
CLASSIFICATION:	Voluntary
SALARY:	Reimbursement provided for all out of pocket expenses, must be negotiated with supervisor prior to expenditure.
AWARD:	Social & Community Services Employees Award New South Wales 2009
HOURS OF WORK:	Shift times to be negotiated with Volunteer and Community Education Officer. Recommended time is either 10:00pm-2:00pm or 2:00pm-6.00pm. Twenty10's business hours are 9.30am-6.00pm Monday–Friday.
ACCOUNTABILITY:	This position is overseen by the Managing Director and supervised by the Coordinator.
CONTRACT LENGTH:	12 month contract

SUMMARY OF POSITION:

Drop-In Volunteers assist Twenty10 staff by providing hospitality to young people accessing the Twenty10 Drop-In Centre.

DUTIES:

1.0 Reception

- 1.1 The Drop-In Volunteer supports the Twenty10 Client Services Officer (Drop-In Worker) by:
- Answering the door and welcoming young people
 - Completing orientation to new young people including Groups and Drop-In Form
 - Requesting basic information from young people as they arrive and recording it on the Client Activity Sheet

2.0 Maintain Drop-In Space

- 2.1 The Drop-In Volunteer supports the Twenty10 Client Services Officer (Drop-In Worker) by:
- Maintaining food available to young people
 - Cooking with and for young people
 - Encouraging and assisting young people to keep their area clean and tidy
 - Maintaining agency resources including referral information

3.0 Actively Engage with Young People

- 3.1 The Drop-In Volunteer supports the Twenty10 Client Services Officer (Drop-In Worker) by:
- Conversing with young people, utilising a client-focused model
 - Informing staff of any incidents needing attention
 - Co-facilitating drop-in workshops that may match their skills and/or professional expertise

4.0 Other duties as directed by the Volunteer and Community Education Officer / Supervisor (5%)

- 4.1 You may be requested to perform other relevant duties as required.

SELECTION CRITERIA:

All volunteers of Twenty10 must:

- 1) Abide by the Twenty10 Code of Conduct
- 2) Successfully obtain a Working With Children Check and personal record check through NSW police
- 3) Successfully complete our induction and training process

Desirable:

- 1) Previous experience working with at risk young people
- 2) Completion or progress toward qualifications within the human services area
- 3) Highly developed communication skills
- 4) Understanding of issues facing GLBT youth
- 5) Understanding of professional boundaries and confidentiality within a welfare setting